Joan Chan

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EDUCATION

The University of North Carolina at Chapel Hill | Chapel Hill, NC   May 2025
Bachelor of Science in Information Science, Minors in Computer and Data Science | GPA: 3.7/4.0
Relevant Coursework: Information Systems Analysis and Design, Database Concepts and Apps, Tools for Information Literacy, Information Retrieval, Programming Fundamentals, Data Structures, Discrete Structures, Computer Networks
Yonsei University | Study Abroad Program | Seoul, South Korea   September 2024 – December 2024

TECHNICAL SKILLS

- **Front-End Development:** HTML, CSS, JavaScript, BootStrap, Tailwind, React
- **UI/UX & Design Tools:** Figma, Balsamiq, Adobe Creative Suite, WordPress
- **Data & Programming**: Python, SQL, R, Java, C, Pandas, Plotly, Seaborn
- **Tools & Environments:** Git/GitHub, Linux/Unix, VS Code, Eclipse, Agile/Scrum

RELEVANT EXPERIENCE

UNC Hussman School of Journalism ITS | Chapel Hill, NC   January 2023 – May 2025
Computer Support Analyst
- Designed and optimized internal faculty web portals with responsive layouts and accessibility standards, improving usability, navigation, and efficiency for 500+ users.
- Partnered with faculty and staff to gather requirements and prototype workflows, increasing adoption of classroom/lab tech.
- Configured, imaged, and deployed computer systems with drivers, applications, and updates, ensuring system reliability.
- Resolved hardware, software, and account issues with 90%+ first-contact resolution, documenting repeatable solutions to improve knowledge transfer and support consistency across teams.

The Global Tech Experience | Remote   May 2024 - August 2024
Web Development Trainee
- Built web applications using HTML, CSS, and JavaScript, ensuring responsive layouts and compatibility across browsers.
- Created wireframes and interactive prototypes in Figma, refining navigation and usability based on iterative user feedback.
- Integrated third-party APIs into applications to extend functionality, optimize workflows, and create interactive features, managing version control and collaboration through Git and GitHub repositories.

UNC Medical Center | Chapel Hill, NC   May 2022 – December 2022
Certified Nursing Assistant
- Delivered direct patient care in a fast-paced hospital setting, supporting staff while ensuring accurate documentation.
- Documented and communicated patient status to interdisciplinary teams, ensuring continuity of care and reducing errors.
- Collaborated with nurses and physicians to support clinical workflows, boosting efficiency and improving patient outcomes.

TECHNICAL PROJECTS

Spotify UI/UX Redesign
- Redesigned Spotify's desktop and mobile interface using Balsamiq, improving navigation, accessibility, and personalization features while creating a modernized look and feel that aligned with user needs.
- Built personas and journey maps to guide interface decisions, aligning features/layouts with research-backed user insights.
- Conducted usability testing with peers to evaluate prototypes, gathering feedback that informed iterative refinements.

Traffic Stop Patterns in North Carolina
- Developed dashboards in R Shiny to visualize racial disparities and geographic trends, ensuring clarity and accessibility.
- Applied statistical modeling and data visualization to highlight inequities, presenting results in clear, interactive formats.
- Designed intuitive layouts and user flows with teammates, making findings understandable for non-technical stakeholders.

Medicare-Medicaid Enrollment Analysis
- Designed dashboards in Python (Plotly, Seaborn) to visualize enrollment trends by race and state for broad accessibility.
- Queried, cleaned, and validated large federal datasets using SQL and Pandas, reconciling discrepancies and ensuring that the data visualizations maintained high integrity and analytic reliability.
- Applied HIPAA-aligned data practices to ensure compliance when visualizing sensitive healthcare enrollment information.